

## Refine Search

### Search Results -

Term	Documents
(1 AND 2).PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD.	30
(L1 AND L2).PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD.	30

Database:

US Pre-Grant Publication Full-Text Database  
 US Patents Full-Text Database  
 US OCR Full-Text Database  
 EPO Abstracts Database  
 JPO Abstracts Database  
 Derwent World Patents Index  
 IBM Technical Disclosure Bulletins

Search:

L3

Refine Search

Recall Text

Clear

Interrupt

### Search History

Set  
Name Query  
 side by  
 side

Hit  
Count  
Set  
Name  
 result  
 set

DB=PGPB,USPT,USOC,EPAB,JPAB,DWPI,TDBD; THES=DTIC; PLUR=YES; OP=OR

L3 L1 and L2

30 L3

L2 (enginner\$ or specialist\$ or vendor\$ or agent\$ or provider\$ or technical adj  
 support\$) near5 (solution or answer\$ or resol\$ or correct\$)

229278 L2

L1 (knowledgebase or knowledge adj base) near5 (claim\$ or issue\$ or  
 complaint\$ or troubleticket\$ or trouble adj ticket\$)

166 L1

*Reviewed  
 files,  
 abstract  
 and kwic*

END OF SEARCH HISTORY